

**Dear DWM Customers,**

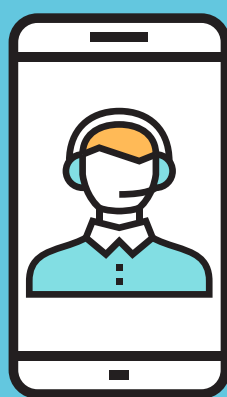
As concerns continue to grow over the spread of the Coronavirus (COVID-19), the City of Atlanta Department of Watershed Management (DWM) would like to give you an update on how we will continue to provide essential services to our communities during this time.

## **YOUR HEALTH & SAFETY MATTERS**



DWM has implemented actions to adjust operations and services to ensure the safety and health of our employees and customers during the COVID-19 pandemic. We will continue to provide safe, quality drinking water and sewer services through our treatment plants and field operations, 24 hours a day, 7 days a week. We encourage all customers to follow the CDC guidelines to remain safe and healthy and to contact your medical provider if you feel ill. Access to water is paramount to maintaining good health, therefore DWM is temporarily suspending water disconnections during this time.

## **CUSTOMER SERVICE HELP**



In accordance with CDC guidelines to limit contact with others, our Walk-in Centers are closed to the public. Water and sewer bills can be paid online at [payatlwateronline.com](http://payatlwateronline.com); by mail: City of Atlanta, P.O. Box 105275, Atlanta, GA 30348; Atlanta City Hall-DropBox; or Western Union. For assistance with payment arrangements, water service applications, and water/sewer repair requests, contact a customer service specialist at 404-546-0311.

## **WE'RE COMMITTED TO OUR COMMUNITY**



We understand that the services we provide are essential to your daily life. DWM remains committed and prepared to respond to our customers' needs and to provide the same level of trusted and quality service you expect and deserve. If you need us, please do not hesitate to call 404-546-0311.

